Product Number: 4210.01.15

APPLICATION MANAGEMENT / DEVELOPMENT

Effective Date: July 1, 2014
Revision Date:
Version: 1.0.0
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The Utah Board of Pardons (BOP) utilizes two applications that are primarily maintained by the Utah Department of Corrections, O-Track, UDOCA, and Pardons and Expungements. O-Track is a mission critical application used to track Offender / Inmate information. UDOCA is a document management system used to manage Offender / Inmate documentation. Pardons and Expungements is an application supporting those functions for the Board. Any requested changes to these applications must be coordinated with the Utah Department of Corrections.

Additionally, the BOP has a website that provides information to other state and local agencies as well as the public.

The hours of support required for Application Management / Development are listed below.

Application	Support Hours	Days of Week
O-Track (PB)	Application support - 8 am to 5 pm. Hosting support - 24 hours/day.	Application support - Monday thru Friday. Hosting support - 7 days a week.
O-Track (Web)	Application support - 8 am to 5 pm. Hosting support - 24 hours/day.	Application support - Monday thru Friday. Hosting support - 7 days a week.
UDOCA	Application support - 8 am to 5 pm. Hosting support - 24 hours/day.	Application support - Monday thru Friday. Hosting support - 7 days a week.
Pardons and Expungements	Application support - 8 am to 5 pm. Hosting support - 24 hours/day.	Application support - Monday thru Friday.

		Hosting support - 7 days a week.
BOP Website	Application support - 8 am to 5 pm. Hosting support - 24 hours/day.	Application support - Monday thru Friday. Hosting support - 7 days a week.

Product Features and Descriptions

Feature	Description
Project Management	Identify work to be performed and expected outcomes for each project. Develop / coordinate the creation of project documentation (Project Definition doc, Project Plan, requirements / specifications doc, implementation plan, use cases / test plan, etc). Track the actual work effort against the plan. Coordinate the efforts of all parties affected by the project, including agency staff, DTS staff, and third parties (other agency staff, Utah Interactive, vendors / consultants, etc). Provide effective and appropriate level of communication regarding project status and issues regularly (Stakeholders, Project Team, Users, Agency Staff, etc).
Application Bug Fixes and Enhancements	Programming and unit testing of applications and interfaces to fix reported bugs, implement legislative changes, and add enhancements that are approved and prioritized by the agency.
Database Support	Perform modifications to the database needed to accommodate the implementation of change requests and project tasks. Ensure the reliability and availability of application databases and implement changes as required.
Application Release Projects	Manage the implementation of changes to each application as a project. Apply project management principles appropriate to the situation and follow DTS standard deployment processes for application changes.
Service Request Tracking	Track all requests for changes or modifications to each application. Provide information / reports to agency leadership in support of prioritization activities.
Testing	Perform all testing as necessary to ensure that changes have been made correctly and that the system / application is ready for user acceptance testing. Create or maintain appropriate test scenarios.
Legislation	Provide input to fiscal notes during the legislative session, including estimates of the effort required to implement changes. Suggest changes that could make implementation easier or more effective.

Features Not Included

Feature	Explanation
Static Table Entry	BOP User Representatives determine and load Static Table content items.
User Functional Testing	BOP User Representatives and groups perform User Testing activities.

Policy and Procedure documents	BOP User Representatives will create / update agency Policies and Procedures.
User Manuals	DTS does not write or update user manuals for the applications. BOP User Representatives and groups will write new manual segments and update existing manuals as changes to the system are developed.
User Training	DTS does not provide user training for the applications. BOP User Representatives and groups prepare and present all user-level training on the applications.
Content for BOP web site	BOP user representatives are responsible for the creation and update of web site content.
Application Help Desk	DTS does not provide first line user support for these systems. Application questions are first directed to responsible agency staff.

Rates and Billing

Feature	Description	Base Rate
Application Development by DTS staff	All hours reported as worked each pay period, including overtime and on-call.	Refer to DTS Rate for Application Development
Contractors, Vendors, Consultants	Development, maintenance, analysis, project management or implementation work provided by any 'third party'.	Actual cost
Network Support	Monitoring, troubleshooting and support to ensure uptime and sufficient performance throughout the BOP networks.	Refer to DTS Rate for Network Services
Security	Enterprise Information Security encompasses the provisioning and management of information security services and solutions to all Executive Branch agencies.	Refer to DTS Rate for Enterprise Security
Enterprise Hosting Services	Enterprise Hosting Services is the management of servers, storage, backup and restore for executive branch agencies within the State. It includes installation, deployment, maintenance and support of the operating system (OS), web server and application server software.	Refer to DTS Rate for Enterprise Hosting Services
Desktop Support	Physical replacement and maintenance of Desktops. This includes peripherals (printer, scanner, slip printer, cash drawer). Actual purchases made by BOP.	Refer to DTS Rate for Desktop Support/Service Desk

Ordering and Provisioning

Application development resources are shared between BOP and UDC. Any development work required by BOP on O-Track or other applications must be negotiated and prioritized between BOP and UDC. The IT Director and the DTS Software Manager will facilitate communication between BOP and UDC; however resolution of differences will require Executive Staff from both agencies to participate.

UDOCA – This is a Commercial Off-The-Shelf (COTS) application, requested changes will be communicated to the vendor for pricing and completion of the work.

BOP Website – Changes can be requested through the IT Director or the DTS Software Manager. Once the scope of work is understood an initial estimate will be provided. This estimate will include the number of hours as well as the time frame required to complete the work. If BOP accepts the estimate and schedules the work, hourly charges will be billed to the agency, any changes in scope will be documented and a new cost / time estimate provided.

DTS Responsibilities

- Select the technologies used and the best method for applying those technologies to meet the agency's need.

- Identify technical requirements and coordinate resource availability. Ensure potential expenditures are identified early in the project process.

- Analyze, code, test and implement software products to meet specified business needs.

- Coordinate all contracts, purchases and other efforts in support of the application maintenance process. This may include representing the agency when dealing with third party providers.

- Notify BOP managers and users in advance when application releases, maintenance and upgrade events are scheduled to avoid unexpected interruptions to business activities.

- Ensure DTS staff resources are adequately trained and kept current in the knowledge and skills necessary to maintain these applications.

- Coordinate the completion and sign off of all project related documentation (project definition, project plans and schedules, requirements and specifications, implementation strategies, acceptance documents, etc)

- Effectively manage the completion of work and the communication of progress / status of all projects and work activities.

Agency Responsibilities

- Work cooperatively with DTS staff when setting priorities and working on projects. This includes the creation of documentation, requirements (JAD sessions), design, training, and implementation.

- After negotiation, ensure that agency resources are available for project work. This will ensure timely completion of projects.

- Determine content for and load data into application static tables, as required.

- Perform User Acceptance Testing of each change / project, paying particular attention to bug fixes and requested enhancements. Report any errors found.

- Provide first line application support to all staff that use BOP applications. Escalate problems to DTS staff when required.

- Provide to the DTS Service Desk quarterly listings of front line BOP staff designated to provide first level user support.

- Update training manuals and BOP Policy & Procedures documents to reflect changes being made in the application.

- Provide training to users, as needed.

- Except in specifically approved instances, all data entry, data cleanup and other direct data handling activities are the responsibility of BOP.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:
- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:
Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
O-Track	99.90%
UDOCA	99.50%

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Resolution Time:
Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at:
http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:
Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at:
http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:
First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	75% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:
All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	Target

Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied